Operations and Systems Specialist

Role Summary: This is specialized work in supporting information technology equipment and systems for the business, research, and instructional functions of customers. Work involves the advanced use of software and/or hardware tools to provide on-going services. Will have an expertise with core infrastructure elements and how they interrelate to provide a cohesive computing environment. This work may be specialized as systems architect. Understanding of the configuration of the systems software, applications, and space usage is required for employees to determine impacts as changes and enhancements are made. Work includes optimizing systems performance, troubleshooting systems problems, and analyzing usage and systems load issues of a highly technical nature. Work may include interaction with customers, technicians, analysts, and specialists to troubleshoot problems related to the use of single and/or multiple information systems. May include creation, installation, and modification of software and hardware, testing, and documentation on a variety of platforms. May have final technical decision responsibility.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support/ Problem Solving	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Teamwork	Actively participates as a member of a team to move toward the completion of goals.
Technical Knowledge/ Technical Solutions Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	Conveys ideas in a clear manner using terminology that is easily understood by the customer. Communicates in methods appropriate to the situation or audience. Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).	Interprets information and seeks clarification. Presents information to the client in a manner that ensures communication is clear. Explains programs, policies and procedures using terminology that is easily understood by the customer. Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.	Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener. Understands the underlying dynamics of situations and adapts communication style Translates advanced technical issues into non-technical terms for users. Uses persuasion and negotiation to build cooperation and consensus towards decisions. Provides rationale when delivering complex or challenging information.
Consulting	Determines client needs and offer suggestions to resolve problems. Acts as technical resource to others within work specialty.	Works collaboratively with customer to identify issues. Applies expert knowledge to work with customer to identify alternative solutions. Identifies who should be involved in project or solution. Conducts research, identifies relevant tools, collects and analyzes information. Builds support for planned outcomes. Conducts evaluation of program, project, or service to determine if needs were met.	Regularly provides expertise and counsel to internal/external customers. Analyzes and incorporates market and industry trends and best practices in areas of technology. Advises decision -makers regarding impact of such on long-range strategic goals. Understands relationships and dynamics of information technology on the organization and its service delivery.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
			Projects or forecasts trends or outcomes from review of data, knowledge of field, and organizational systems impact. Advises senior-level management to aid in development of long-range strategic goals and alternatives.
Customer Service	Demonstrates ownership of customer issues. Accessible to the customer and provides prompt, attentive service. Understands customer needs and independently seeks solutions.	Anticipates, identifies, and understands customer's service needs. Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency. Independently identifies options, develops solutions and takes action when responding to customer needs. Promotes positive customer service attitude among peers.	Identifies trends that impact service delivery to groups or individual customers. Proactively develops plans to improve service delivery and mentors peers in establishing customer service relationships. Looks for ways for self and others to optimize service delivery and meet customer needs. Develops creative solutions to respond to service needs. Identify ways to streamline processes and link resources for efficient and effective customer service.
Organizational Awareness	Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit. Understands the basic mission of the organization and work unit.	Demonstrates thorough working knowledge of the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.	Demonstrates in-depth knowledge of the organization. Fosters relationships for organizational success. Considers the impact of work products, outcomes, organizational changes on other parts of the organization

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		Understands how individual decisions impact the achievement of the organization's goals. Understands the formal as well as informal relationships within the organization.	Communicates goals, mission and priorities of the organization when interacting with others. Identifies changing organizational needs and adapts service delivery accordingly.
Planning & Organizing	Manages tasks independently, develops own work schedule and monitors progress against defined parameters. Contributes to planning activities within specialty area.	Provides leadership and planning for the organization. Manages time to accomplish complex tasks within established timeframes. Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. Devises alternative solutions when obstacles or problems arise. Utilizes available resources (individuals, processes, departments, and tools) to complete work efficiently.	Provides leadership and long-term planning for the organization. Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively. Develops timelines for project or task completion. Plans for appropriate allocation of time (incumbent and others) for completing tasks and projects to avoid scheduling conflicts. Ensures that required equipment, material and/or training are available for self and others.
Technical Support/ Problem Solving	Capable of resolving complex problems utilizing existing documentation and resources. Communicates solutions to affected personnel to aid in their future problem solving abilities. Solicits relevant information from client in order to solve, document, and effectively communicate solution to client.	Independently resolves complex problems through advanced analysis. Integrates knowledge of other work specialties to develop and communicate solutions. Solves recurring problems. Communicate solutions to affected personnel to aid in their future problem solving abilities.	Identifies emerging trends and cause-effect relationships. Solves problems associated with trends. Possess advanced knowledge of other technology areas and integration of same into the development of innovative and effective solutions. Makes decisions based on weight options and consequences.

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Project Management	Completes project responsibilities independently and effectively.	Manage technical projects by establishing timelines and milestones. Demonstrates initiative in solving unexpected problems during project completion. Manage daily workload in conjunction with project objectives. Works with and manages those assigned to project team (supervisory relationship may or may not exist). Periodically review project resources and ensure resources are used appropriately. Negotiates new or revised project timelines and/or outcomes. Evaluates successful and unsuccessful outcomes and implications of each.	Manages complex projects with far reaching impact including the timelines, resources, and personnel (internal or contract). Collaborates with others to avoid or overcome problems and obstacles. Directs the work of others with some latitude on actions and decisions. Solicits and incorporates input and support from project sponsor. Leads implementation efforts to project completion.
Teamwork	Actively contributes to team: offers suggestions, opinions, and information. Considers ideas of other team members; support team decisions. Accepts responsibility for actions.	Encourages input from team members and involves them in team decisions and actions. Understands the dynamics of teams: Values and uses individual differences and talents of team members. Identifies barriers and resources to achieve team goals. Resolves conflict between team members or with other teams.	Integrates teamwork philosophy into program development and strategic planning. Advocates and models commitment of team decision-making process. Leads team efforts; assesses and integrates the skills and strengths of individuals on the team. Provides necessary resources and removes obstacles so that teams may accomplish goals.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Technical Knowledge/ Technical Solution Development	Demonstrates through knowledge of technology principles. Resolves problems and/or refers to appropriate technical experts.	Exhibits comprehensive knowledge of principles, theories and practices pertinent to the area of responsibility. Mentors/trains others. Applies and interprets technical knowledge to complete tasks. Solves unusual problems requiring the application of non-standardized and changing data and transactions to determine best course of action.	Exhibits advanced knowledge as demonstrated by an in-depth understanding and application of principles, theories, and practices pertinent to the organization. Applies and interprets technical knowledge to resolve unique or highly complex situations. Serves as the technical expert within the work group. Directs and coaches others regarding application and interpretation of technical issues. Develops work concepts, policies, and procedures using broad, non-specific administrative guidelines, methods and procedures.

Minimum Training and Experience:

Graduation from a four-year college or university with a major in information technology, computer science, or a closely related field and three years of experience in operations analysis and design, systems programming, or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.